



# Command and Management

## **Pinal County** **Emergency Operations Center**

### **Command Staff** **Functional Positions**



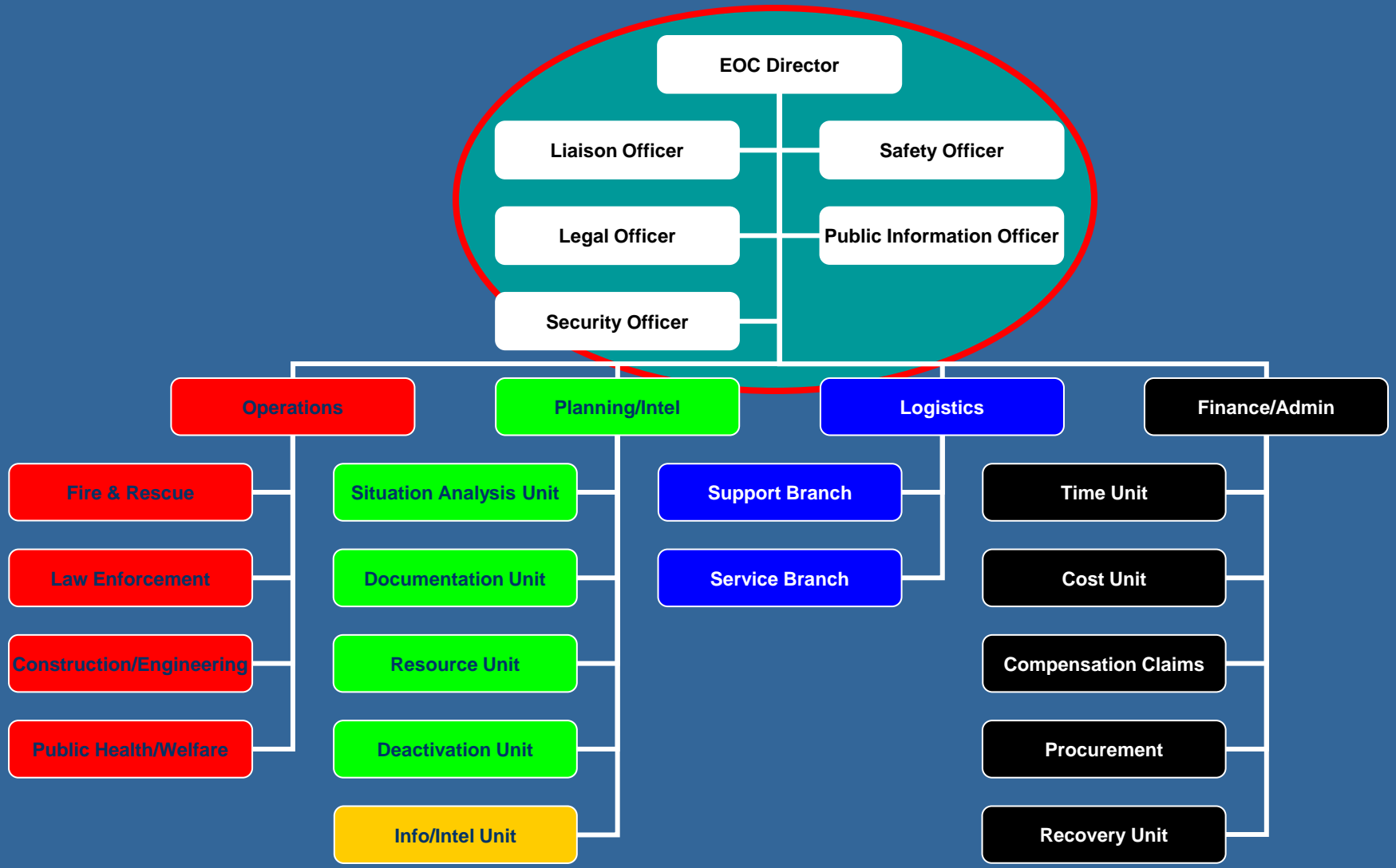
# Command and Management

## Course Objectives

- By the end of this course you should be able to describe the primary Command and Management functions as demonstrated.
- Describe the duties and responsibilities of the different command and management functions.

# Command and Management

## EOC Functional Organizational Chart





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## EOC Staffing

- Staffing level is determined by the situation during an emergency.
- The EOP should define the level of activation which dictates number of personnel required to operate EOC functional areas.
- Span of Control is 1:7 (i.e. one supervisor for up to seven sub-functions. Optimal is five!



# Command and Management

## EOC Command Standard Operating Guidelines

- The following will be discussed for each Command Section position:
  - Position Responsibilities
  - Activation
  - Operation
  - Deactivation

## Generic Checklist **Activation**

- Key staff personnel report to EOC and check-in upon arrival.
- Set-up work station & review position responsibilities.
- Establish & Maintain a position log (ICS-214).
- Determine resource needs/copies of plans/reference documents.



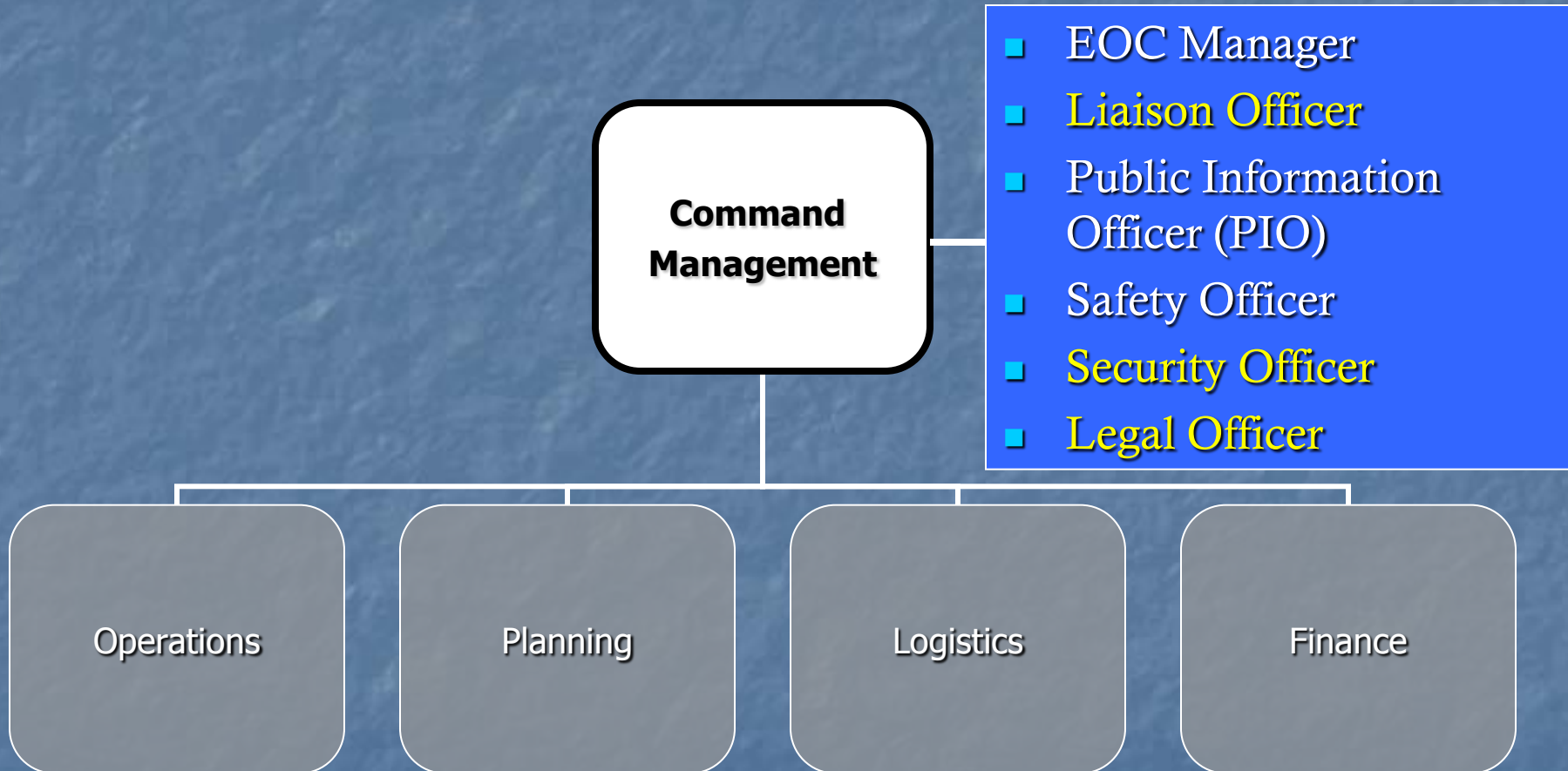
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Command Staff consists of the following positions...



# Command and Management

## Command Staff Organization





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## EOC Manager Responsibilities

- Establish appropriate EOC staffing level and monitor organizational effectiveness.
- Exercise overall management responsibility for coordination between emergency agencies.
- Set jurisdictional priorities for response efforts, with the General Staff.
- Ensure that inter-agency coordination is accomplished effectively.

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## EOC Manager Responsibilities

- EOC Manager has the authority and responsibility to direct all EOC activities.
- EOC Manager may designate support personnel as Command Management Staff.
- Command Management Staff positions are important in that they relieve EOC Manager of many activities.
- EOC Manager will generally be pre-established and always in charge of the EOC regardless of emergency.

## EOC Manager During Activation

- Responds immediately to EOC and determines operational status.
- Obtains briefing from whatever sources are available.
- Ensures that the EOC check-in procedure is established immediately. Use ICS-211 form.
- Determines which Management and General Staff positions are required and fill as soon as possible.



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## EOC Manager During Operations

- Establish initial strategic objectives for the EOC, based on current status reports.
- Conducts initial brief with all EOC staff members.
- Conducts periodic briefings with the EOC General Staff and elected officials.



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## EOC Manager During Deactivation

- Authorize deactivation of sections, branches and units when they are no longer required.
- Ensure that all required forms or reports are completed prior to deactivation.
- Proclaim termination of the emergency response and proceed with recovery operations.



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## Public Information Officer Responsibilities

- Primary point of contact between the EOC and media and public.
- If necessary to extend PIO function, sub-functions (i.e. Media Center, Rumor Control, Joint Information Center and Information Gathering, etc...) may then be established.



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## Public Information Officer Responsibilities

- Serve as central coordination point for the agency/jurisdiction for media releases.
- Ensures that the public within the affected area receives complete, accurate and consistent information about life safety procedures etc...
- Hold press conferences, in conjunction with the EOC Manager.



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## Public Information Officer During Operations

- Establish a Joint Information Center, as required.
- Provides appropriate staffing to efficiently handle incoming media and public calls.
- Receives approval from EOC Manager prior to media releases.

## Liaison Officer Responsibilities

- Serves as the primary point of contact for all incoming agency representatives that report to the EOC.
- May include agencies representatives from: American Red Cross, Community Based Organizations, FBO's other state/local agencies etc...

## Liaison Officer Responsibilities

- Ensures that agency reps are provided with the necessary workspace, communications, and information to perform their responsibilities.
- Ensures position specific guidelines, policy directives, situation reports, and a copy of the EOC Action Plan is provided to Agency Representatives upon check-in.

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## Liaison Officer During Operations

- Establish and maintain an Inter-Agency/Multi-Agency Coordination comprised of outside agency representatives and executives not assigned to specific sections within the EOC.
- Request that Agency Representatives maintain communication with their agencies and obtain situation status reports.

## Liaison Officer: Agency Representative - Responsibilities

- Assigned to EOC by other agencies/jurisdictions.
- Serve three principal functions:
  - 1) To bring information to EOC from the agency they represent,
  - 2) Will normally have some level of authorization to speak or act for their agency and,
  - 3) To provide their agency with information obtained at the EOC.

## Agency Representative - Responsibilities

- Speak on behalf of their agencies, within established policy limits.
- May facilitate requests to or from their agencies.
- Acts as a liaison between their agencies and the EOC.



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## Agency Representative - During Activation

- Follow Generic Activation Phase Checklist.
- Establish communication with home agency and notify Logistics Section Communications Unit and Liaison Officer of any communication problems.
- Contact the EOC section/branches appropriate to your responsibility and advise them of your availability and assigned work location in EOC.



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## Agency Representative - During Operations

- Facilitate request for support that your agency can provide.
- Keep agency executives informed and ensure that you can provide agency policy guidance and clarification for the EOC Manager as needed.
- Maintain unit logs and files associated with the position.

## Agency Representative Deactivation Phase

- Follow Generic Deactivation Phase Checklist
- When Deactivation is approved:
  - Contact your agency and advise them of the expected time of Deactivation
  - Give points of contact for the completion of ongoing actions or new requirements.



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## Safety Officer Responsibilities

- When activated, the Safety Officer position at the EOC is to ensure that a safe working environment is established and maintained within the facility.

## Safety Officer Responsibilities

- Ensure buildings and other facilities used in support of the EOC are in safe operating condition.
- Monitor operational procedures to ensure they're being conducted in a safe manner.
- Stop or modify unsafe operations outside scope of EOC Action Plan.

## Safety Officer During Operations

- Study the EOC facility
  - Evaluate safety conditions
  - Advise the EOC Manager of any conditions and actions that might result in liability.
- Coordinate with Finance/Administration
  - Preparing any personnel injury claims or records necessary for proper case evaluation and closure.

## Security Officer Responsibilities

- Provides security access and control for the EOC facility.
- Oversees personnel check-in and checkout rosters.
- Provide 24 hour security for the EOC.
- Handle any situation arising from inappropriate personnel actions within the EOC.



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## Security Officer During Operations

- Determine needs for special access to EOC facilities.
- Provide executive and V.I.P. security as appropriate and required.
- Prepare and present security briefings for the EOC Manager and General Staff at appropriate meetings.

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## Legal Officer Responsibilities

- Provides legal advice on all aspects of the emergency situation.
- Provides advice on emergency proclamations, emergency ordinances, and other legal requirements.
- Provides general advice and guidance to the EOC Manager as required.



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## Legal Officer During Operations

- Assist in the composition of any disaster declaration.
- Provides interpretation of various state and local disaster ordinances, statutes, and regulations.
- Assist the EOC Manager and the General Staff in developing overall strategic objectives for the EOC Action Plan.
- Provide general advise and guidance to the EOC Manager as required.



# Command and Management

## Checklist For All Command Staff During Deactivation

- Deactivate position and close out log when authorized.
- Complete all required forms and submit to Planning Section, as appropriate.
- Provide input for after-action report.
- Thoroughly brief person relieving you.
- Clean up workstation.
- Ensure proper CHECK-OUT upon EOC Deactivation.
- Leave your contact number where you can be reached.



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EOC Command and Management

THANK YOU!

Any Questions??